



ARNOLD SCHWARZENEGGER, Governor
SUNNE WRIGHT MCPEAK, Secretary, Business, Transportation & Housing Agency
JEFF DAVI, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE

Equal Opportunity Employer
Job Opportunity

PROGRAM TECHNICIAN II

Sacramento

Permanent — Full-time

The Department of Real Estate has two openings in its Licensing Information Section for a Program Technician II. These positions are located at 2201 Broadway in downtown Sacramento and are permanent, full-time. Inherent with the duties of these positions, the incumbents will spend approximately 90% of the work day responding to telephone inquiries. Working hours are 8:00 a.m. to 5:00 p.m. and are not changeable.

Duties of the positions include:

- Respond to telephone inquiries from the public, licensees, state, federal, and local government agencies regarding current real estate license status on individuals and corporations, and clarify licensing procedures, real estate laws, rules, regulations and policies.
- Serve as backup to the front counter staff as needed.
- Process written requests and fees for license certifications and license histories.
- Prepare lookups and requests for current license status of licensees using the Licensing on-line computer system.
- Mail out Licensing forms requested via correspondence, telephone or voice mail system; sort and distribute free mail.
- Other duties as required.

Required qualifications:

- Excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members, and others.
- Knowledge of and ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures.
- Ability to function independently or as part of a team.
- Ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you have a current typing certificate (40 wpm or greater), you will not have to take the keyboarding skills test.**

Desirable qualifications:

- Dependability and excellent attendance.
- On-line inquiry computer experience.
- Ability to lift up to 50 lbs. as required.
- Personal computer experience using Word or equivalent application.

Who may apply:

Current State employees at the Program Technician II level, those who are transferable to the class, and those who have recently participated in DRE's Program Technician II examination. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

Salary Range: \$2465 - \$2998

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797 or CALNET 8-498-0797

For information on the positions contact:

Marilyn Francis, SPT II
Licensing Information Section
(916) 227-0930 or CALNET 8-498-0930

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

Applications may be obtained from the SPB website at <http://www.spb.ca.gov>

FINAL FILING DATE: FEBUARY 8, 2006

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above date.

Applicants will be screened based on the Required/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.